

City of Gardner Position Description

INFORMATION TECHNOLOGY SUPPORT TECHNICIAN

Position Title: Information Technology Support Technician
Department: Finance – Information Technology Division
Reports To: Finance Director
Salary Range: 5
FLSA Status: Non-Exempt (eligible for overtime pay)
Last Update: May 1, 2006

Job Summary:

The Information Technology Support Technician provides software and network support, training and troubleshooting in a networked microcomputer environment and provides support on a wide range of applications. This employee assists in planning, developing, and recommending citywide information technology programs and policies.

Job Scope:

The Information Technology Support Technician works under the supervision of the Finance Director. Duties are performed with a substantial degree of independence within the framework of prescribed policies and procedures. Exercises no direct supervision but on occasion may coordinate work done by outside sources.

Essential Duties and Responsibilities:

- Installs, maintains, and supports personal computers, printers, peripherals and software for all departments.
- Responds to user requests for service, investigates error messages, troubleshoots and repairs or arranges for repair of failing component(s) as necessary.
- Trains users in startup, basic and advanced use of software programs.
- Provides software support, including technical assistance and training, to all departments or coordinates support with appropriate vendor.
- Serves as primary liaison and project coordinator between City and information technology-related consultants, vendors, support teams, and/or city information technology personnel.
- Assists in annual budget preparation for computer hardware and software, including replacement and maintenance.
- Assists in identifying resource needs for information technology replacement and expansion and assists in the preparation of the capital improvement plan
- Coordinates purchasing, tracking, installation, upgrading, management, and documentation of all hardware and software, applications and operating systems.
- Installs and configures internet, web-browsing, and email software and instructs users in the proper use to comply with established City policies.
- Installs and configures both local and network printers for all departments and assists users in resolving printing problems involving both software and hardware configurations.
- Coordinates interconnectivity of department systems and maintains consistency in operating platforms.
- Oversees the city's phone system, adds users, changes locations, administers voice mail, and trains employees in the daily operation of equipment and systems.
- Oversees installation and maintenance of city photocopiers.
- Maintains up-to-date expertise in the operation and application of standard microcomputer software and a working knowledge of a wide variety of commonly used hardware and software.
- Serves as primary liaison and project coordinator between City and information technology-related consultants, vendors, support teams, and/or other city personnel.
- Serves as a member of the city's Information Technology committee.
- Performs other related duties as deemed necessary or as required.

Education, Certification and Experience Requirements:

Associates Degree in computer science, information systems or a related field with a minimum of two years hands-on experience in the installation, configuration, and support of personal computer hardware, peripherals, software, and operating systems, or any equivalent combination of education and experience that provides the required knowledge, skills, and abilities.

Skills, Knowledge and Abilities:

Knowledge of advanced principals of personal computer technology hardware and software. Knowledge of data communications equipment and software configurations. Knowledge of methods and procedures used to diagnose and isolate common points of failure in personal computer systems. Strong communication and training skills and ability to communicate technical information to non-technical users. Ability to plan, schedule, organize and prioritize multiple tasks. Ability to read and understand complex technical manuals and instructions for both computer hardware and software. Ability to exercise independent and logical reasoning and judgment and make sound decisions when performing work tasks or communicating with others. Ability to work independently and as part of a team. Ability to maintain confidentiality in the performance of duties. Ability to communicate clearly and concisely, orally and in writing, and to maintain effective working relationships with superiors, other employees, city elected and appointed officials, and the general public.

Tools and Equipment Used:

Personal computer including word processing and spreadsheet applications; network computer system operating integrated accounting, utility billing and payroll software; telephone; copier; and facsimile.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit and talk and hear. The employee is frequently required to walk; bend, stoop, and use hands to operate, finger, handle or feel objects, tools, or controls; and reach with hands and arms. The employee must be capable of occasionally lifting and/or moving 20 to 50 pounds. Specific vision abilities required by this job include close vision and the ability to focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee normally works within an office environment. The noise level is usually moderately quiet.

Selection Guidelines:

Formal application; rating of education and experience; oral interview and reference check. Job related tests including assessment centers may be required.

The City of Gardner is an equal opportunity employer. Any applicant/employee with a disability as defined in the Americans with Disabilities Act may request an accommodation to perform the functions of this position. Requests should be directed to the immediate supervisor.

The duties listed above are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.